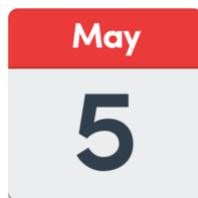
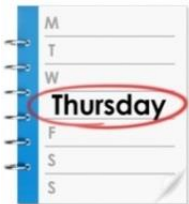




# Learning Disability Partnership Board in Surrey

## Minutes of our May 2022 Meeting.

**Chaired by Mary Hendrick and Leanne Yeo.**



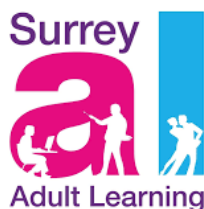
Held on Thursday 5 May 2022 using Zoom and in person at Woodhatch Place in Reigate.

## At our May 2022 meeting we talked about:



### **Health Commissioning and services for people with a learning disability**

Liz Williams updated us.



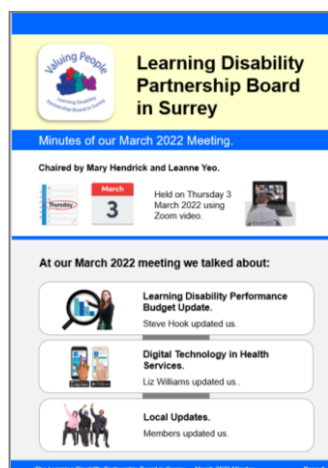
### **Surrey Adult Learning**

Alison Caraccio updated us.



### **Local Updates.**

Members updated us.



The minutes are available on our website.

[Surreypb](http://Surreypb)



## Keep updated about local events and news.



Up-to-date news about events and services can be seen in the [latest news section of our website.](#)



If you have any news or events to tell us about please email [ldcommunications@surreycc.gov.uk](mailto:ldcommunications@surreycc.gov.uk) and we will send it out in our weekly news email.



# Health Commissioning and services for people with a learning disability



Liz Williams updated us.

**These minutes are a summary of Liz's full presentation.**



The full presentation includes more detailed information about the topics Liz talked about.

If you would like to be sent a copy of the full presentation please email: [ldcommunications@surreycc.gov.uk](mailto:ldcommunications@surreycc.gov.uk)



## **Liz updated us about the following areas of work:**

- Strategic/planning update – ‘one system plan’.
- Annual Health Checks, Inpatient Numbers and LeDeR.
- Surrey & Borders Partnership NHS Trust services.
- NHS system funded project updates and Convening priority overview.



## Meet our health commissioners.



**Laura Saunders**

Head of Integrated Learning Disabilities and Autism Commissioning.



**Karina Ajayi**

Programme Director for Learning Disabilities, Autism & Children's Complex Health Needs.

## Developing a single health plan for Surrey.

**There are lots of different plans and strategies in Surrey. We have reviewed these and are creating a single plan, which includes key priorities from these plans and strategies:**

- Three Year Delivery plan against the Long Term Plan.
- All Age Autism Strategy.
- 12 Surrey County Council Workstreams.
- LeDeR Strategy.
- Learning Disability & Autism Digital Roadmap.
- Convening Priorities.



# Annual Health Checks

On the 31<sup>st</sup> March 2022 75% of people eligible for an Annual Health Check had been given one.



This was above the target we had of 70% of people out of the 4,600 people aged 14 years or older on GP Registers.

## How we plan to improve Annual Health Checks.

We want to make sure that the 25% of people who didn't have a health check are offered one.

Only 59.7% of 14-17 year olds had a health check, so we need to help more young people get a health check.



Most health checks happened in January to March, so we want them to be better spaced out over the year.



23 GP Practices with 118 people registered did not do any health checks. We plan to make sure these people are offered a health check.



We will continue to work to increase number of people on the Learning Disability register at their GP Surgery.



## How we plan to improve Annual Health Checks.

- Fewer people (only 64.5%) have Annual Health Checks in the North West Surrey area compared to other parts of Surrey. We plan to work with GP Surgeries in this area to change this.



## What we have learnt from Annual Health Checks.

- On average, people with a learning disability don't live as long as other people. We want to reduce this gap and help people with a learning disability to live longer lives.
- Women with a learning disability are more likely than men with a learning disability to be diabetic and to be overweight. This is despite women being more likely to receive support for to manage their weight.
- We are worried about the number of young people who become overweight as they grow up to be young adults.
- Men with learning disability are more likely than women with a learning disability to have raised blood pressure and to smoke.



**We will act on these findings during May, June and July 2022, and will fund some small pilots projects.**



# Partnership Board members questions and comments about Annual Health Checks.

## Hospital Passports.



**Leanne Yeo commented that Hospital Passports are hard to fill in.**



Liz Williams offered to talk to Leanne about this and see what could be done to make it easier. Katie Stribblehill mentioned that there was a guide for filling in a passport.

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## Helping people who are overweight.



**Joyce Smith commented that if people are bored at home and don't have enough activity they are more likely to eat more.**

**Joyce also mentioned that healthy food is often more expensive.**

**Jade Vallance added that support staff are also a risk group for being overweight, so they need support as well to manage their weight and support others.**

**For example, it's important that offering sweet snacks to people when they are distressed doesn't become a habit.**

Liz Williams said that a bid has been submitted for a healthy living pilot project in North West Surrey.

Liz also mentioned that there was an event focusing on obesity happening in May 2022.

## Annual Health Checks.



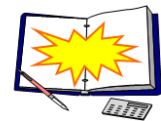
**Matt Leadbetter** said that he does have an Annual Health Check, but that this is done on the phone with someone he didn't know, so he found this upsetting.

**Gaynor Gibbins** mentioned that her daughter has a face to face Annual Health, and that this may be easier to organize as a group of residents from her home all have a health check.

Mary Hendrick agreed that it can be more difficult for people living on their own to get an Annual Health Check, and it is possible that some people don't understand the letter their GP Surgery sends them.

Mary mentioned that the old Surrey Health Action website had a tool for creating Easy Read letters and she will work with Mike Leat to update this tool and make it available on the new website.

**ACTION**

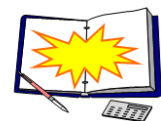


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**Katie Stribblehill** asked to meet with **Liz Williams** to talk about the data that has been published about Annual Health Checks in Surrey.

Liz Williams explained that she'd only just been given this data and would share it with the Primary Care Liaison team.

**ACTION**





# Inpatient Numbers

There are currently 27 adult and 5 Children and Young People with a learning disability and/or autism from Surrey who are inpatients in a mental health hospital.



## More information about inpatient numbers.

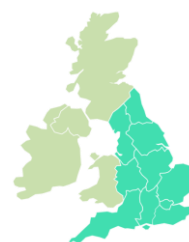
- There are slightly more adult inpatients than we aimed for. There have been discharge delays during January to March 2022 due to legal reasons.
- We need to plan for adults in forensic placements who have been in patients for a long time. Forensic placements are for people in hospital instead of prison.
- A resettlement lead person will be recruited and we will be opening a new unit called Great Meadows.
- There are also more Children and Young People who are inpatients than our target. We will make sure each person has a keyworker.
- It has been hard to find suitable homes for some people who are inpatients.



## How we plan to improve inpatient numbers.

**The number of admissions / discharges to and from inpatient units remains high, mainly for autistic adults.**

- We need to ensure we have the capacity and capability within the health facilitator team to ensure we can meet the changing needs.
- We need to make sure that autistic people can access mental health services early, to prevent them needing to go to an inpatient hospital.
- We need to solve the problem of placement finding delays.
- Inpatient length of stay remains highest in the forensic cohort managed by the Kent, Sussex and Surrey provider collaborative (formerly NHS England).
- For Children and Young people, inpatient placements are often out of area, so we need more local services.



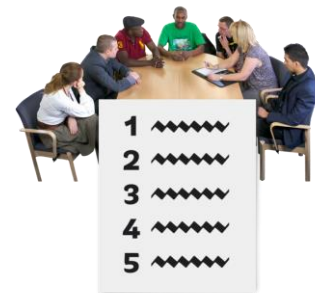
## Checking inpatient services.

We continue to meet or better our targets to have 6-8 week CTR's (care and treatment reviews), with repeat reviews being undertaken within timescales.



## Safe and Wellbeing Reviews.

This year we also had to do Safe and Well Reviews for people with a learning disability and/or autism who were inpatients on 31<sup>st</sup> October 2021.



All of our Safe and Wellbeing Reviews were completed on time and panels have been completed. Autistic people were involved in the Reviews as Experts by Experience.



The Reviews looked at whether people should still be inpatients, and if they were getting the right support and treatment. A Norfolk Safeguarding Review found that current checks didn't always identify poor standards of care.



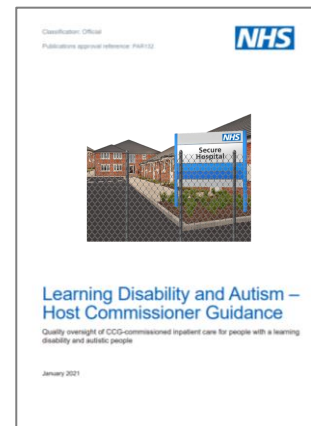
Themes from the panels will guide our learning and improvements we plan to make in the coming months.



## Host Commissioners

**New NHS Guidance means that we are now responsible for checking inpatient mental health hospitals in Surrey even if no Surrey residents are staying there.**

- As host commissioner we supported the closure of a 50 bedded unit in Surrey within 5 weeks due to significant quality concerns during November/ December 2021. (Only two of the 34 patients were Surrey patients).
- Person centred discharge plans were completed with a third of these patents who move into community services.
- One other service is being closely monitored under standard surveillance which may be escalated to enhanced.
- The new Host Commissioner responsibilities means that Surrey Heartlands have a duty to check up on more inpatient services than before.



# Partnership Board members questions and comments about Inpatient Numbers.

## Safe and Wellbeing Reviews.

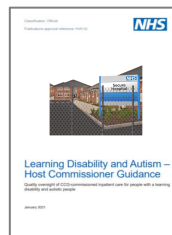


**Mary Hendrick asked Liz Williams if the reports from the reviews across England have been published yet?**

Liz Williams explained that all the reports are due to be ready this week (week of 2/5/22), and there will most likely be a South East Region and National Report published.

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## Host Commissioning.



**Joyce Smith asked why we didn't know before about the people with a learning disability who were inpatients in hospitals in Surrey?**

Liz Williams explained that we didn't know that these hospitals had taken in people with a learning disability as we didn't place anyone with a learning disability in these hospitals ourselves.

Liz went on to explain that once we were aware we worked closely with Matrix Advocacy and Surrey and Borders Partnership NHS Trust to make sure people had the right support.



**When a person with a learning disability dies we review their life and death.**

The aim of these reviews is to check whether they had the right support and treatment.

## LeDeR Reviews in Surrey.

**We have been told about the deaths of 81 people with a learning disability since January 2021.**



- 31 of these reviews have been completed.
- 15 reviews are in progress.
- 8 are on hold pending other investigation processes.
- 24 reviews are awaiting allocation.
- 3 reviews follow the Child death review process.

**From February 2022 our reviews have included reviewing the deaths of autistic people who don't have a learning disability.**

There are still no deaths reported as yet of anyone with autism who does not have a learning disability.



# Primary Care Liaison

**We are a team of specialist learning disability nurses who help adults with a learning disability access Primary Care services.**



Primary Care services include GP Surgeries and dentists.

## Primary Care Liaison in Surrey.

**Our aim is to improve the health outcomes and reduce health inequalities for people who have a learning disability.**



We provide training for Primary Care staff to help them understand the needs of people with a learning disability.



We work to make sure that people with a learning disability are on their GP's register and are offered an Annual Health Check.



We give support to people with a learning disability to help them to:

- Access health services.
- Communicate and make health choices.
- Get reasonable adjustments.

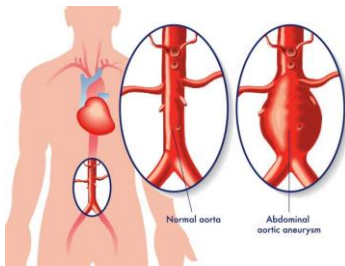
## Health Screening services

**The Primary Care Liaison team are helping people with a learning disability to access health screening services.**

Please contact a learning disability liaison nurse for support with accessing a screening service.



### Abdominal Aortic Aneurysm (AAA).



- Jainaba.Sidibeh-Watson@sabp.nhs.uk
- Dawn.Kettleton@sabp.nhs.uk
- Elisa.Money@sabp.nhs.uk
- Ming.Hopoon@sabp.nhs.uk.

### Bowel Screening.



- Katie.Stribblehill@sabp.nhs.uk
- Natasha.Mullender@sabp.nhs.uk
- Colleen.Calvo@sabp.nhs.uk
- Sarah.lalljee@sabp.nhs.uk

### Breast Screening.



- Emily.Belton@sabp.nhs.uk
- Ana.barranco@sabp.nhs.uk
- Natasha.Mullender@sabp.nhs.uk

## Cervical Screening.



- Lauren.Bowler@sabp.nhs.uk
- Dara.Shortall@sabp.nhs.uk
- Hollie.Roberts@sabp.nhs.uk
- Sherdel.Knight@sabp.nhs.uk

## Diabetes Retinopathy Screening.



- Katie.Stribblehill@sabp.nhs.uk
- Dawn.Kettleton@sabp.nhs.uk
- Ming.Hopoon@sabp.nhs.uk
- Jainaba.sidibeh-watson@sabp.nhs.uk

## Partnership Board members questions and comments about Primary Care Liaison.

### Autistic people.



**An Active Prospects staff member commented that young women who are autistic and don't have a learning disability struggle with contacting their GP Surgeries by phone. The calls take a long time to answer and then they are asked invasive questions by the reception staff.**

Liz Williams explained that autistic people who don't have a learning disability are not yet eligible for an annual health check, but some pilot work is happening in Newcastle, and two GP surgeries in Surrey are keen to offer health checks.

Katie Stribblehill said this feedback from autistic people was helpful and would be fed back to GP Surgeries.

# Acute Hospital Liaison

We are a team of specialist learning disability nurses who help adults with a learning disability access Acute Hospital services.



The team work in the five Surrey hospitals, Royal Surrey Hospital, Frimley Park Hospital, Epsom General Hospital, East Surrey Hospital And St Peter's Hospital.

## Acute Hospital Liaison in Surrey.

### Some of the work we do:

- **Flagging** – Making sure people with a learning disability are flagged on acute services digital records.



- **Good care and support** – Making sure people with a learning disability have support at meetings, whilst being treated and when staying in hospital.



- **Communication**– Making sure people with a learning disability have access to things like easy read information, interpreters and care passports to help them make informed choices about their health. Also making sure staff understand the needs of people with a learning disability.



## **Partnership Board members questions and comments about Acute Hospital Liaison.**

### **Contacting the Liaison Nurses.**



**A person with a learning disability commented that when at hospital recently they tried to contact the liaison team but no-one available.**

Katie Striblehill apologised for this and explained that at this hospital they have a member of the team on long term sick leaving them short staffed.

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### **People with a physical disability.**



**Christine May asked about what additional support there was for people with a physical disability in hospital.**

Sarah Ford explained that Surrey are currently working on a new strategy for people with a physical/sensory disability and there will be lots of commitments to working on this in the action plan.

# Intensive Support Service

The Integrated Intensive Support Service was formed in late 2016 in line with guidance from NHS England and Transforming Care principles.



Our Multi-disciplinary team works in the community, as well as in our specialist inpatient setting: the Deacon Unit.

## How the Intensive Support Service works.

**We support people in the community to prevent them needing to into a hospital inpatient service.**

- If a person does need to have a stay in an inpatient hospital we work to make sure their stay is as short as possible.



**Our team includes staff from a wide range of professions:**

- Nursing.
- Senior Support Workers.
- Occupational Therapy.
- Speech & Language Therapy.
- Psychology.
- Psychiatry.
- Therapy Assistants.



We cover Surrey & North East Hampshire.



## How we support people.

**When referred to us a person may be showing behaviours that challenge services.**

- We use a Positive Behaviour Support (PBS) approach to help us understand a person's behaviour and help them to have a more enjoyable life.
- **Our first aim is to support the person at home.** They may need extra support and we work with commissioners to put this into place.
- **If the person needs to move out of home** we aim to support them in a local non inpatient unit using residential or short break services.
- **If a person does need to go into an inpatient hospital** we aim to find them a local inpatient service.



From April 2019 to April 2020 we received 85 referrals and prevented 78 people from going into an inpatient hospital, and supported 68 people to continue living in their home.

## The Deacon Unit.



**The Deacon Unit is an inpatient service for people with a learning disability based in Epsom.**

From 2017 to 2020 between 2 and 6 people have been staying at the Deacon Unit each month.

- There are separate male and female areas.
- There are three therapy rooms including a calming zone with a large, wall mounted interactive communication screen.
- There is large garden to the rear, side garden with sunken trampoline, and access to bicycles.

### **If a person is admitted to the Deacon Unit, they will:**

- Have a physical health check with 24 hours of admission.
- Have access to an advocate.
- Have an admission meeting within 7 days of admission. A discharge date set will be during this meeting.
- Have a weekly clinical review.



## Feedback about The Deacon Unit.

**The Deacon Unit has received several awards.** The CQC rated it as Outstanding for Well Led and Good for all other areas.



**People with a learning disability and their families have given us feedback about the Intensive Support Service:**

- The team was brilliant, my keyworker and named nurse always looked out for me (Person leaving Deacon).
- Knowing that you're at the end of the phone 24/7 is so reassuring...I no longer feel isolated, or depressed. I feel so supported. (Family Carer).



## Some of our ongoing challenges

- There are a lack of placements in Surrey who can effectively meet the needs of people with complex needs.
- Some providers serve notice to leave within days or weeks of a person moving into their service.
- Some providers take people to Accident and Emergency and refuse to have them back in the service leading to an inappropriate admission to the unit.



## **Partnership Board members questions and comments about The Intensive Support Service.**

**Evenings and weekends.**



Mary Hendrick mentioned that the Intensive Support Service doesn't currently operate during evenings and weekends which is when problems are likely to happen in placements.

# Health Priorities

Liz Williams talked to us about the current priority areas for health commissioning.



1. Keyworking service development for Children and Young People in inpatient services.



2. Neurodevelopment Pathways – to reduce the waiting times for things like autism diagnosis.



3. Health Facilitators – to work areas of health improvement for people identified through Annual Health Checks.



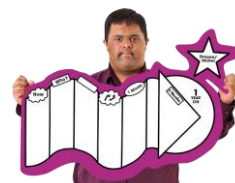
4. Autism Sensory Environments – making inpatient services less overwhelming for autistic people.



5. Developing Great Meadows – a unit for people in forensic services.



6. Crisis Pathway Analysis – to make sure people get support early.



# System Convener

Liz Williams talked to us about her role as a System Convener working both for the NHS and Surrey County Council.



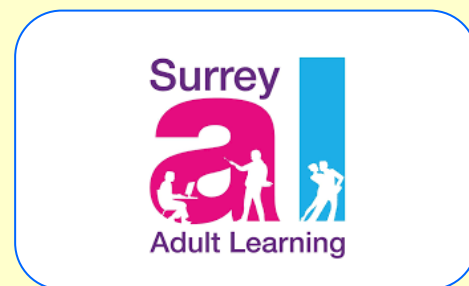
## Liz outlined some key aims for her work:

- Helping to make sure people with learning disabilities live longer, healthier lives.
- Preventing early deaths for autistic people and people with a learning disability.
- Supporting as many autistic people and people with learning disabilities to live well and making sure we offer the right support to make this happen.
- Increasing numbers of people with learning disabilities / autistic people who are employed. This can help to improve people's health outcomes.





# Surrey Adult Learning



Alison Caraccio updated us.

## Courses For Adults With Learning Disabilities.

Our courses provide opportunities for adults with learning disabilities that support them to enjoy more independent lives, be creative and learn new skills.

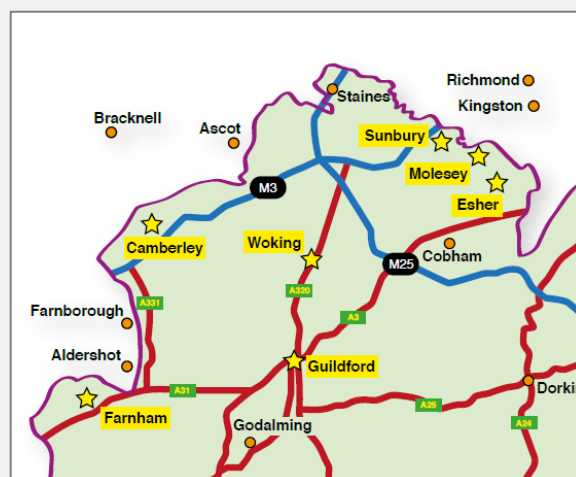


In all courses there will be an opportunity to practice and apply reading and writing, communication, number and ICT skills and to improve confidence and social skills.



## We have centres in these towns:

- Camberley.
- Esher.
- Guildford.
- Molesey.
- Sunbury.
- Woking.



## Courses we offer include.



- Cookery
- Our Planet, Our Environment
- Exploring the Past and Present
- Health and Wellbeing

- Creative Art and Craft Textiles
- Mosaics
- Pottery
- Creative Upcycling
- Woodwork

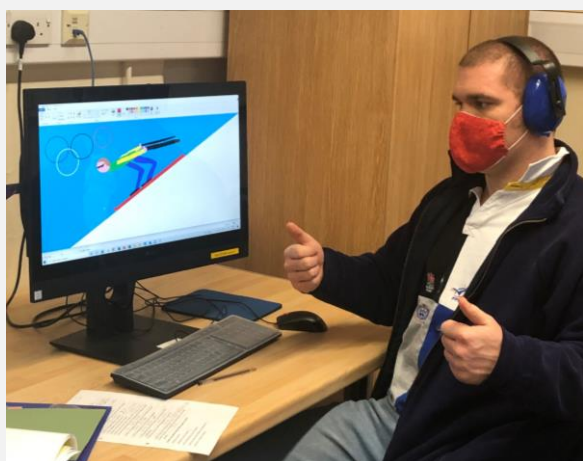
- Dance
- Yoga
- Tai Chi
- Performing Arts

- Digital Skills using a Computing
- Digital Skills using a Tablet
- Photography
- Employability Skills

- Everyday English
- Everyday Maths
- Developing Numbers Through Games
- Pathway to Reading



**Our students create lots of different things.**



### **Additional courses we offer:**

- Taster courses for young adults in transition from school or college to adult life.
- Bespoke courses designed for specific groups.
- Lipreading & Managing Hearing Loss.





# How people can enroll for our courses.

- The curriculum team are preparing for this year's Information, Advice and Guidance appointments, which will begin the week of Monday 6th June.
- All learners and their carers will be emailed the 2022/23 Course Directory with information regarding how to book an appointment.



**To set up your meeting and start your enrolment, contact us by**

- emailing [supported.learning@surreycc.gov.uk](mailto:supported.learning@surreycc.gov.uk)
- or phone 0300 200 1044.



**To find out more go to our website:**

[Surrey Adult Learning](https://www.surreycc.gov.uk/adult-learning)



# Partnership Board members questions and comments about Surrey Adult Learning.

## Healthy Living and IT courses.



Liz Williams and Alison Caraccio agreed to meet to talk about the healthy living courses and the IT courses as these link together with the priorities for helping people with a learning disability to access health services and live healthier lives.



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## Paying for courses.



**Matt Leadbetter asked if people need to pay for the courses and if their benefits might be affected.**

Alison Caraccio explained that her team would need to know what benefits people received. People usually need to pay towards the cost of most courses, but English, Maths and IT courses are free for people who are on the right benefits.

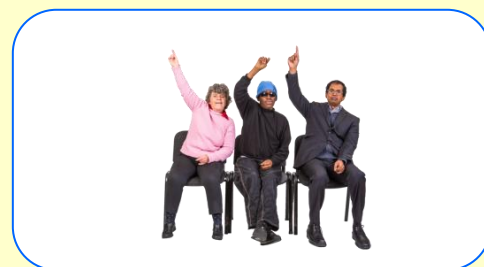
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## Courses in East Surrey.



Alison Caraccio explained that Supported Adult Learning is funded differently in East Surrey and Surrey Adult Learning only covers West Surrey.

# Local updates.



Members updated us.

## Our next Partnership Board Meeting.



Our next meeting will be on:

**Thursday 7<sup>th</sup> July 2022 from 9.45am to 12.30pm.**

We are planning for this meeting to be in person, and people will be able to join online as well.

## Learning Disability Week 2022 will be from 20 to 26 June.

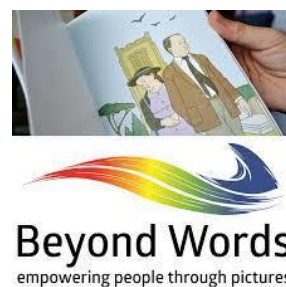
The theme will be:  
**Living Life with a Learning Disability**



This year, we want to show how people with a learning disability are reconnecting with friends and their communities. We also want to talk about the issues many people still face after the end of COVID restrictions, like still having to isolate or dealing with poor mental health and anxiety.



## Surrey People's Group.



**Surrey People's Group are now meeting in person every other month.**

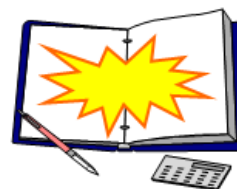
They have made it a longer meeting to include a 30 minute book club looking at Books Beyond Words.



The group are planning a big picnic for the Jubilee on 1<sup>st</sup> June 2022.

# Summary of actions from our May 2022 meeting.

## ACTION



### Hospital Passports.

Liz Williams will talk to Leanne Yeo about what could be done to make them easier to fill in.



### Annual Health Checks.

Liz Williams agreed to share the data the past years Annual Health Checks with the Primary Care Liaison Team.



### Easy Read letters.

Mary Hendrick will work with Mike Leat to get the Easy Read letter tool working on our new website.



### Healthy Living and IT courses.

Liz Williams and Alison Caraccio agreed to meet to talk about the healthy living courses and the IT courses.

# Members who came to our May 2022 meeting.

## Co – Chairs

- Mary Hendrick – Senior Commissioning Manager
  - Leanne Yeo
- 

## Local Valuing People Group Chairs

- Tom Moore – Surrey County Council– South West Surrey
  - Sally Dubery – Central Surrey Voluntary Action – Mid Surrey
  - Sarah Ford – Senior Commissioning Manager – East Surrey
- 

## People with a learning disability

- David Muir
  - Dexter James
  - Tom Sliwinski
- 

## Family Carer Representatives

- Sara Truman MBE
  - Gaynor Gibbins
  - Joyce Smith
- 

## Voluntary Organisation Representatives

- Yasmin Broome – Surrey Coalition of Disabled People
- Christine May – Surrey Children's Hospice
- Mette Le Jakobsen - Surrey Choices
- Jade Vallance and Helen Guest – Active Prospects

# Members who came to our May 2022 meeting.

## Surrey County Council representatives

- Imogen Osborne – Engagement Officer
  - Mary Hendrick – Senior Commissioner
  - Alison Caraccio – Surrey Adult Learning
  - Fadzai Tande, Paul Baker and Gareth Owen – Transition Team
  - Liz Williams – Joint Strategic Commissioning Convener
  - Andrea Green – Learning Disability and Autism Team
- 

## Health representatives

- Jane Owens – Surrey Healthwatch
  - Julie Wadham – NHS Safeguarding Advisor
  - Lynne Ramnanasingh – LeDeR
  - Katie Stribblehill – Lead Primary Liaison Nurse
  - Jainaba Sidibeh-Watson – Primary Care Nurse
- 

## Observers and Presenters

- Mike Leat – CCP Ltd.
- Matt Leadbetter
- Mikey Curtis, Molly Dayman, Austin Farmer, Roxanne, Charlotte, Shelia and Maggie – Blanford Road (Active Prospects)